



MISSION

The Administration Division has responsibility for providing a variety of services in support of the Commissioner, OFIS management and staff including:

1. Administration and management of OFIS human resources activities, including processing all hiring and separation transactions; recruitment activities; employee evaluations, development and training; ensuring affirmative Action, Americans with Disabilities Act and Equal Employment Opportunity Acts are complied with in addition to Civil Service policies and procedures; and, directing all labor relations activities.
2. Administration and management of OFIS financial activities including budget development; expenditure projections; revenue assessments and fee collections; ensuring the State's policies and procedures regarding financial activities are complied with in addition to developing internal systems to properly account for all monies received and paid; and, purchasing activities including contractual agreements.
3. Administration and oversight of the OFIS record management activities, including the retention and disposal schedule.
4. Management and coordination of the OFIS performance measures monitoring and reporting system, including meeting the Department's semi-annual reporting requirements.
5. Administration of various other support activities and special projects such as complying with internal audit reporting requirements, facilities management, mail distribution services, recycling, and ergonomics.

This program consolidates support services for OFIS at a minimum cost to Michigan taxpayers and regulated entities. Minimizing duplication of support services enables line division managers to utilize their respective resources more effectively in achieving their goals and objectives.

Process Improvements-In July 2001, the infrastructure of OFIS was officially reorganized and timekeeping approval paths were reorganized to streamline payroll processing. Affected positions were reviewed for needed revisions of their position descriptions. In addition, a staff member was transferred into the division and responsibility for performance standards was added.

During 2001, the division processed 1,834 human resource inquiries from OFIS employees and 70 requests for training classes, which promotes that capable and trained employees are positioned to help OFIS meet its goals. (Figures are for the calendar year.)



The section executed the implementation of a new organizational structure for OFIS during the year. The effect of this project was to move OFIS from a staffing model driven by industry sector (insurance, financial institution/consumer lending, and securities) to one reflecting functions performed on behalf of the regulated industries.

Risk Assessment

During 2001, the OFIS risk assessment function took on an office-wide approach. The risk management anticipated risks, prioritized risks, and managed risks that may impede achievement and expansion of OFIS goals.

The first step of OFIS risk management was definition and commitment to communication channels. OFIS employees agreed that timely communications, consultation, input, information and education were all important components to identifying risk.

The next step involved using the communication channels to organize risks that OFIS had already identified into a coordinated risk management function. Core risk management advisory councils were formed to focus on OFIS objectives and parallel the organization structure. The councils were themed financial evaluation, market conduct, and policy and consumer assistance. The councils were staffed with OFIS staff members from across divisions to provide integration.

The councils met throughout the year to identify current and future risks, risk sources, and resources. The result of the meetings is a common risk identification system. The system facilitates OFIS risk management on common levels – getting the right information to the right people at the right time so they can make the right decisions.

Budget

Fiscal Year 00-01 Budget (10-1-00 to 9-30-01)

<u>Account</u>	<u>Authorized</u>	<u>Disbursed</u>
Administration	\$3,203,200.00	\$1,823,734.00
Policy and Consumer Services	\$2,956,900.00	\$2,471,646.00
Securities Regulation	\$1,511,200.00	\$1,500,656.00
Bank Regulation	\$5,362,000.00	\$4,470,822.00
Credit Union Regulation	\$3,713,900.00	\$3,364,635.00
Consumer Finance Regulation	\$1,909,300.00	\$1,623,723.00
Insurance Financial Evaluation	\$5,553,800.00	\$4,770,107.00
Insurance Licensing and Enforcement	\$3,477,500.00	\$3,204,542.00
CIS Overhead	\$5,068,900.00	\$5,068,048.00
Total	\$32,756,700.00	\$28,297,913.00